L Number	Hits	Search Text	DB	Time stamp
1	2	<pre>(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat\$4) near5 (proactive\$3 or</pre>	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:50
	,	anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))	,	
2	23	(automat\$4) near5 (proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer	USPAT; US-PGPUB; EPO; JPO;	2004/04/06 10:02
3	1310	(assistance or service or (help adj desk) or CSR or (customer adj service adj	DERWENT USPAT; US-PGPUB; EPO; JPO;	2004/04/06
5	1388328	representative)) automat\$3	DERWENT USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06
6	21	<pre>((proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) with automat\$3</pre>	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:54
7	568	((proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj	USPAT; US-PGPUB; EPO; JPO;	2004/04/06 08:54
8	. 140	representative))) and automat\$3 379/265.09.ccls.	DERWENT USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:55
9	· 5	(((proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and automat\$3) and 379/265.09.ccls.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:55
10	1153	avaya.as.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 09:03
11	6	<pre>((proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and avaya.as.</pre>	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06
12	0	(automat\$4) near5 (proactive\$3 or anticipat\$4) near5 (interven\$4 or assist\$3 or servic\$3) near6 ((help adj desk) or CSR or (customer adj service adj representative))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06
13	25		USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06
14	3745591	comput\$3 or analyz\$3 or determin\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:06
15	132809	automat\$3 with (comput\$3 or analyz\$3 or determin\$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06
16	174	((proactive\$3 or anticipat\$4) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj representative))) and (automat\$3 with (comput\$3 or analyz\$3 or determin\$3))	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 11:07

-	1	<pre>(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response))</pre>	USPAT; EPO; JPO	2004/04/05 12:08
		near5 (automat\$4) near5 (decision\$ or heuristic\$ or inference)		
-	1	distributor) or (call adj center) or IVR or (interactive adj voice adj response))	USPAT; US-PGPUB; EPO; JPO;	2004/04/05
	20	near5 (automat\$4) near5 (decision\$ or heuristic\$ or inference)	DERWENT	2004/04/05
-	30	<pre>distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat\$4) same (decision\$ or</pre>	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05
-	35	heuristic\$ or inference) (acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or (e adj business) or e-commerce) near5	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:01
		(automat\$4) same (decision\$ or heuristic\$ or inference)	DERWENT	
-	. 202		USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05
-	1155	bateman.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05
_	3	379/265.09 and bateman.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:08
-	3	6311231.uref.	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:09
-	31	(acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response)) near5 (automat\$4) near5 (rout\$3 or assign\$3 or connect\$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/06 08:48
-	31	representative)) (acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj integration)) near5 (automat\$4) near5 (rout\$3 or assign\$3 or connect\$3) near5 (assistance or service or (help adj desk) or CSR or (customer adj service adj	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:14
_	13477	representative)) (acd or (automatic adj call adj distributor) or (call adj center) or IVR or (interactive adj voice adj response) or CTI or (customer adj telephony adj	USPAT; US-PGPUB; EPO; JPO; DERWENT	2004/04/05 14:13
	913	<pre>integration)) (automat\$4) near5 (rout\$3 or assign\$3 or connect\$3) near5 (assistance or service or (help adj desk) or CSR or (customer</pre>	USPAT; US-PGPUB; EPO; JPO;	2004/04/05 14:14
L	L	adj service adj representative))	DERWENT	t I

-	33	((acd or (automatic adj call adj	USPAT;	2004/04/05
		distributor) or (call adj center) or IVR	US-PGPUB;	14:14
		or (interactive adj voice adj response)	EPO; JPO;	
		or CTI or (customer adj telephony adj	DERWENT	
		integration)) ) with ((automat\$4) near5		1
		(rout\$3 or assign\$3 or connect\$3) near5		
	ļ	(assistance or service or (help adj desk)		
	İ	or CSR or (customer adj service adj		
		representative)))		
-	129	((acd or (automatic adj call adj	USPAT;	2004/04/05
		distributor) or (call adj center) or IVR	US-PGPUB;	18:10
		or (interactive adj voice adj response)	EPO; JPO;	
		or CTI or (customer adj telephony adj	DERWENT	
		integration)) ) and ((automat\$4) near5	1	
		(rout\$3 or assign\$3 or connect\$3) near5		
		(assistance or service or (help adj desk)		
		or CSR or (customer adj service adj		
		representative)))		
_	0	20040005047.URPN.	USPAT	2004/04/05
				14:15
-	2	6240444.pn.	USPAT;	2004/04/05
			US-PGPUB;	18:14
			EPO; JPO;	
			DERWENT	
-	2	6567848.pn.	USPAT;	2004/04/05
			US-PGPUB;	18:14
			EPO; JPO;	
	1		DERWENT	